

3. The method of claim 1 wherein the step of providing warning comprises the step of providing a first personalized message warning of a disconnection from the service provider at the second visit.

Please cancel claims 4 and 5.

6. The method of claim 1, further comprising the step of: collecting any equipment owned by the service provider at the customer location.

10. The method of claim 7, further comprising the step of: providing a disconnection notice to the customer at the second visit, the notice indicating that the customer has been disconnected from the service provider.

11. The method of claim 10, wherein the step of providing a disconnection notice comprises the step of providing a second personalized message indicating how the customer can be reconnected to the service provider.

12. The method of claim 1, further comprising the step of: providing a disconnection notice to the customer at the second visit, the notice indicating that the customer has been disconnected. from the service provider

13. The method of claim 12 wherein the step of providing a disconnection notice comprises the step of placing the notice proximate to an entrance of the location.

14. The method of claim 12 wherein the step of providing a disconnection notice comprises the step of providing a second personalized message indicating how the customer can be reconnected to the service provider.